



WHITE PAPER

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How to Reduce the Field Service Talent Shortage with Visual Assistance and AI Technology

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Introduction

The field service sector is booming with innovative technology and business models.

Automation, artificial intelligence (AI), visual assistance platforms, and generative AI are completely transforming how field service organizations (FSOs) do business, promising unprecedented efficiency improvements, cost reductions, and elevated customer experiences. After a period of significant disruption and inflation that has forced the industry to push forward and expedite transformation, this is a much-needed change.

However, beneath the surface, the recruitment crisis within the industry threatens the success of FSOs that have worked hard to transform their business. Despite there being early signs that warned against the crisis and the pandemic contributing to alarmingly high rates of layoffs and turnovers, FSOs are only now realizing just how challenging it has become to onboard new talent for technical roles.

Millennials and Generation Z struggle to keep up with the level of hands-on expertise and experience of their seniors. And as the aging workforce is now on the brink of retirement, the significant knowledge gap between generations is becoming much more threatening.



Newcomers are nothing like their seniors when it comes to workplace expectations.

Moreover, newcomers are nothing like their seniors when it comes to workplace expectations. Theirs are different and ever-evolving, forcing FSOs to come up with a modernized approach to recruitment and retention.

Attracting and retaining the next tech-savvy generation requires making the job less physically demanding and aligning it with continuous learning and skill development needs—and this can only be achieved through innovative strategies and AI solutions that combine the experience of aging workers with the potential of their younger counterparts.

Overview of the Current Field Service Talent Shortage

A recent [IDC report](#) revealed that **60%-80%** of organizations in the Asia-Pacific region find it challenging to fill IT roles, which are in high demand in the field service sector as well due to digital transformation. According to the same report, organizations in that region are also taking longer to fill technology roles, with **53%** experiencing delays of 3-4 months compared to the previous year.

The service talent pool is shrinking by the day.



This data shows that the service talent pool is shrinking by the day. And more and more FSOs are finding it increasingly challenging to maximize their technology investments and digital transformation when they lack skilled professionals to fill crucial technical roles.

4 Factors Driving the Workforce Crisis

- * **Market Growth:** The technological expansion of the field service industry has led to soaring demand for skilled workers, extending beyond the available supply.

- * **Rise of the Gig Economy:** The gig economy has led to a skill drain as potential talent and independent contractors opt for alternative career paths.

- * **Aging Workforce:** The impending retirement of experienced field service technicians, particularly from the Baby Boomer generation, worsens the talent gap.

- * **Millennial Aversion:** Millennials' reluctance to pursue careers in field service adds to the challenge, as they seek avenues that align with their values and expectations.

The consequences of this workforce crisis are far-reaching, significantly impacting an organization's productivity, competitiveness, and potential for further innovation. The activity of inexperienced and overburdened technicians in the field translates to decreased productivity, lower first-time fix rates, customer dissatisfaction, and financial strain as more and more resources are spent on traditional talent acquisition and training.

The Importance of Retaining Aging Talent and Recruiting Younger Talent

The importance of retaining aging talent cannot be emphasized enough—the knowledge and expertise of seasoned technicians and engineers are invaluable assets in the service industry and can be used to inform and develop the next-generation workforce. However, the aforementioned IDC report also indicated that **55%** of organizations witnessed a higher number of employee resignations in the previous year, contributing to the talent shortage. This led **37%** of organizations to delay tech initiatives and **36%** to change the direction of these initiatives.

This means that addressing the field service skill drain is a very time-sensitive issue that requires an innovative approach that relies on technology to bridge the knowledge gap between generations in a timely manner and at lower costs than traditional training methods.

Leveraging technology for knowledge transfer, such as AI, visual assistance, and augmented reality (AR) ensures that the know-how of experienced technicians is shared effectively across the organization whilst also being preserved in a repository available to newcomers. This not only aids in retaining senior workers but also expands the skill set of the junior workforce.

Meanwhile, the junior workforce, consisting of Millennials and Generation Z, can bring fresh perspectives and tech-savviness to the field service industry, relieving the burden placed on their seniors. Employers can appeal to them more easily by fostering a culture of collaboration, offering flexible work arrangements, and actively involving them in planning processes. This makes technology the main solution for attracting, retaining, and nurturing talent across generations. —



The importance of retaining aging talent cannot be emphasized enough.

The Challenge

In 2023, 66% of service organizations recognized that the talent shortage in recent years had the greatest impact on their business, according to Copperberg's research.

The biggest challenge created by the workforce crisis and the shrinking talent pool is field service technician turnover. It is not only driven by the impending retirement of experienced technicians but also by the changing preferences of next-generation workers.

FSOs that leverage technology like visual assistance platforms, remote guidance, and AI-powered solutions can reduce the physical demands of the job, making it more attractive to both older and younger professionals. Additionally, continuous learning opportunities through virtual training modules and gamification can help retain and engage new talent that will help the organization expand in new directions.



The biggest challenge is field service technician turnover.

How the Aging Workforce Creates the Knowledge Gap

As Baby Boomers approach retirement age, many industries beyond the service sector are witnessing the departure of a vast pool of experienced professionals who are leaving a great knowledge gap in their wake. In their careers, these senior professionals have amassed invaluable institutional knowledge, industry insights, and problem-solving acumen that cannot be easily replaced and is not readily available outside their generation. In the field service industry, this causes three major pressing issues.

FSOs can address these concerns by leveraging AI-powered field service management solutions that facilitate succession planning and efficient knowledge transfer from retiring employees to industry newcomers. These often go hand-in-hand with mentorship programs such as virtual training models that pair older employees with younger counterparts to facilitate knowledge sharing and skill development.

Many industries beyond the service sector are witnessing the departure of a vast pool of experienced professionals.



3 Concerns Created by the Knowledge Gap

- * **Loss of Specialized Knowledge:** Senior technicians often possess specialized knowledge and expertise that is not documented but is essential for running smooth operations.

- * **Mentorship and Training:** With their years of experience, senior technicians play a crucial role in mentoring and training younger colleagues, which ensures that their know-how is preserved and put to good use for generations to come.

- * **Decision-Making Acumen:** The ability to make informed decisions based on years of experience is vital, as it safeguards an FSO's reputation, fix rates, and overall service excellence. Preserving it is invaluable and that means capturing the insights of senior technicians.

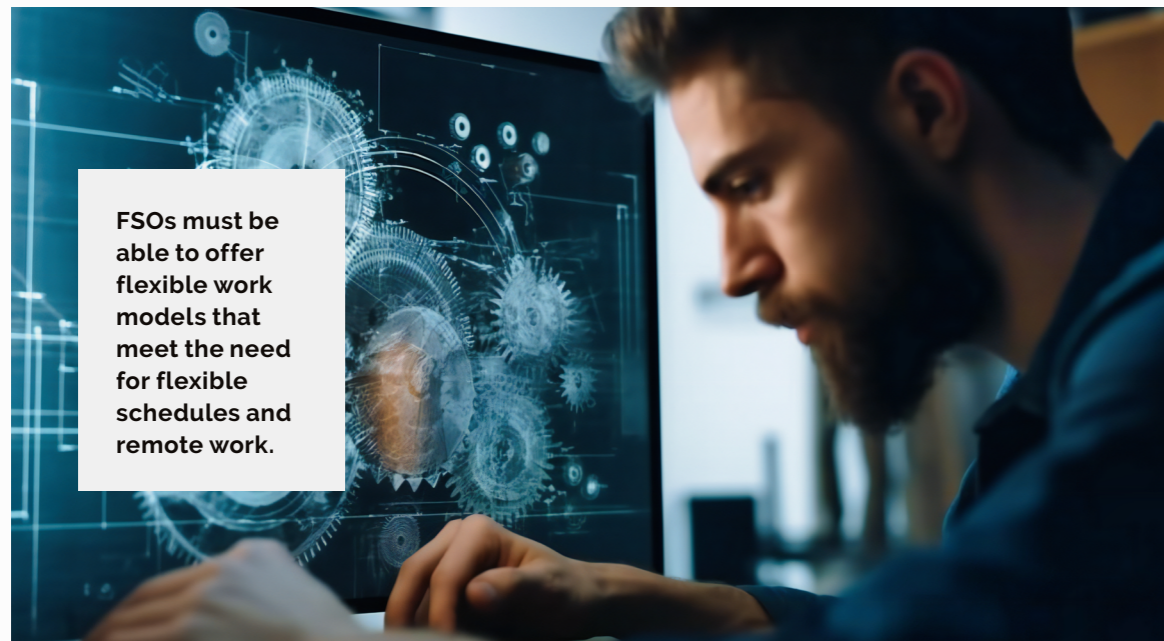
Top 4 Values of Digital Natives

- * **Work-Life Balance:** Millennials and Generation Z prioritize work-life balance, seeking flexible work arrangements and remote options.

- * **Purpose-Driven Work:** They are drawn to organizations that emphasize social responsibility, environmental consciousness, and meaningful work.

- * **Digital-First:** Having grown up in a digital era, the next-generation workforce expects seamless technology integration into their work processes.

- * **Career Development:** Opportunities for growth, mentorship, and skill development are highly valued.



The Evolving Expectations of Younger Talent Entering the Workforce

Unlike their seniors, next-generation workers expect engaging and tech-savvy work environments. They prefer the digital workplace to repeat on-site activity. And they seek opportunities for continuous learning and skill development. As digital natives, their unique expectations and values are not mere individual preferences, but also drivers for a paradigm shift within field service operations.

Meeting these evolving expectations means having the right models and tools in place to be able to adapt to a new workforce. FSOs must be able to offer flexible work models that meet the need for flexible schedules and remote work. Integrating technology into work processes to facilitate remote activity and streamline operations is thus necessary. They must likewise demonstrate their commitment to social and environmental causes that align with the values of young professionals and invest in career development opportunities.

And, fortunately, integrating technology like AI not only means making the workplace more attractive from an operational standpoint but also improving the organization's sustainability scores as manual repair and paperwork are significantly reduced, and routing and scheduling help FSOs reduce their carbon footprint.

Adapting to these evolving expectations with the help of AI ultimately leads to workforce diversification, creating a multigenerational employee base that capitalizes on the strengths of each generation, ensuring sustained organizational success. —

The Role of Visual Assistance in Field Service

Visual assistance is crucial in achieving workforce diversification and meeting the needs of different generations with distinct expectations.

The solution empowers seniors to guide their younger counterparts and enables the new generation to diagnose problems in real time through mobile devices and AR features, no matter where they are.

What is Visual Assistance?

Visual assistance is a dynamic solution that allows remote experts to collaborate seamlessly with on-site technicians. It leverages real-time visual communication tools, such as AR, video streaming, and image sharing, closing the distance between the back office and the customer site, and making problem-solving interactive and collaborative between generations.



Visual assistance allows remote experts to collaborate seamlessly with on-site technicians.

4 Key Features of Visual Assistance

- * **Real-Time Communication:** Visual assistance platforms enable instantaneous communication between remote experts and on-site workers, regardless of their locations.

- * **Visual Information Sharing:** Users can share images, videos, and live video feeds to enhance communication quality and expedite problem-solving.

- * **Augmented Reality (AR):** AR overlays digital information onto the physical world, enabling experts to annotate real-time images, and guiding on-site technicians step-by-step.

- * **Knowledge Repository:** Visual assistance solutions often include a knowledge repository for storing past visual sessions and documentation for future reference.



FSOs must be able to offer flexible work models that meet the need for flexible schedules and remote work.

What Are the Benefits of Visual Assistance?

1. Reducing Travel

Visual assistance enables senior workers to guide junior technicians remotely on complex tasks. For example, if an experienced field service technician identifies or diagnoses a rare issue at a remote site they can guide a junior colleague using visual tools without the need to travel to the customer site. This not only ensures efficient problem-solving but also simultaneously streamlines knowledge transfer between the senior and junior technicians.

Cost Reduction

01

Organizations save substantial resources on travel expenses, including transportation and accommodation in some cases.

Time Efficiency

02

Problem resolution is much faster as experts can diagnose, maintain, and repair equipment remotely in real time.

Environmental Impact

03

Reduced travel minimizes carbon emissions and maximizes the sustainability scores of the organization.

More Benefits
Created by
Reduced Travel

2. Aiding Remote Diagnostics

Visual assistance also streamlines remote diagnosis by providing experts with a real-time view of the on-site situation. For example, a junior technician making a field trip can use the solution to connect with a remote expert who will guide them through the diagnostic process using AR, image sharing, and live video feeds.

More Benefits Created by Aiding Remote Diagnostics

Precision	01
Experts can see the problem firsthand through the eyes of junior workers, thus reducing the likelihood of misdiagnosis and increasing the success of first-time repairs.	
Speed	02
Visual assistance enables the rapid identification of issues, leading to faster response times which decreases the pressure on field technicians and enhances customer satisfaction.	
Reduced Downtime	03
Faster issue resolution means more uptime. The quicker the problem is solved, the less the customer's equipment is down. Visual assistance allows remote experts and field technicians to collaborate for swift action.	

3. Knowledge Sharing

Visual assistance platforms also serve as a repository of shared knowledge, fostering a culture of learning and collaboration between generations. When the solution is used to streamline remote diagnosis and problem resolution, it enables experts to impart knowledge to their juniors in real-time while also capturing the problem-solving patterns and storing them for future training modules and decision-making. —

More Benefits Created by Knowledge Sharing

Continuous Learning	01
Senior technicians can transfer their expertise to younger generations quickly and easily in real-time while also creating a digital repository of knowledge.	
Consistency	02
Visual assistance helps FSOs create standardized troubleshooting procedures that ensure consistency in service quality each time a junior technician is sent to the customer site.	
Documentation	03
All visual sessions can be archived and later used as valuable training resources or for technician apprenticeship programs.	



Visual assistance offers a dynamic platform for remote collaboration and problem-solving. By reducing travel, aiding remote diagnostics, and streamlining knowledge sharing, it bridges the gap between generations. Senior workers can guide younger technicians through complex tasks, while junior workers can leverage visual tools for real-time problem diagnosis.

CHAPTER 4

The Impact of AI on Field Service Operations

75% of companies are planning to adopt AI technologies within the next five years, according to the [World Economic Forum](#).

AI has become the driving force behind field service transformation, and whilst many organizations have already invested in AI-powered solutions, many more are planning to adopt AI technologies within the next five years. The integration of AI is reshaping industry norms, with core applications like predictive analytics, process automation, and intelligent task management, all contributing to enhanced operational efficiency and service quality.

Key Applications of AI in Field Service

One of the key applications of AI in field service is predictive maintenance. It works through AI algorithms that analyze equipment data to forecast maintenance needs with high accuracy, which enables organizations to take a proactive approach to service delivery, effectively minimizing unplanned downtime and ensuring the reliability of their equipment.

Another key application is scheduling and routing, with AI systems optimizing technician workflow based on various factors such as skills, location, and availability. The solution is thus used for intelligent resource allocation, giving technicians the most time-efficient routes to customer sites, reducing not only travel time but also fuel costs, and simultaneously contributing to environmental sustainability. Once they arrive on the field, AI provides real-time guidance and recommendations to technicians, enhancing their problem-solving capabilities and expediting task execution.

Furthermore, through technician interactions and sessions, AI captures and processes valuable data about the task and the technicians, turning them into insights that can later be used for informed decision-making regarding future assignments and resolution patterns.

Efficiency Gains from Automated Scheduling, Routing, and Predictive Maintenance

The efficiency gains achieved through AI-driven solutions are staggering. According to IDC's 2023 Future of Work [predictions](#), AI-driven scheduling alone is projected to lead to a significant **40%** increase in productivity by 2025. Moreover, AI-driven guidance is taking technician skills to the next level by streamlining the development and resolution process in real time. Beyond this, it creates efficiency gains from automated scheduling, routing, and predictive maintenance as mentioned before.

AI captures and processes valuable data about the task and the technicians.



1. Automated Scheduling and Routing

AI-driven automated scheduling and routing systems are helping senior technicians complete multiple service requests in a single day. AI scheduling helps them prioritize tasks based on service level agreements (SLAs) and equipment urgency, which allows them to concentrate only on high-impact onsite visits and ensure optimal use of their expertise.

Efficiency Gains from Automated Scheduling and Routing

- * **Optimized Resource Allocation:** AI algorithms analyze technician skills, location, and availability to intelligently assign tasks, ensuring the right person is in the right place at the right time.

- * **Reduced Travel Time:** Technicians are routed along the most efficient paths, minimizing travel time, reducing fuel costs, and contributing to environmental sustainability.

- * **Enhanced Productivity:** By using AI, senior technicians can prioritize and attend only the most critical onsite tasks, streamlining their workload and ensuring their expertise is used where it's needed most.

2. Predictive Maintenance

In recent years, AI's predictive maintenance capabilities have elevated equipment reliability and helped FSOs minimize downtime for their clients, becoming the cornerstone of proactive service delivery and cost reduction in the industry.

Predictive maintenance seamlessly integrates data-driven insights to detect equipment anomalies before they cause downtime, and assign the maintenance task to the right technician. Combined with remote accessibility and guidance, this enables maintenance teams to operate remotely or on field as necessary with accurate instructions on hand.

How Predictive AI Makes New Recruits More Efficient

* **Meet John**, a junior technician who is tasked by his organization with maintaining equipment that is critical to the customer's business. John is competent but relatively new to the field. However, he knows the stakes are high, as any disruption in the production line could lead to costly downtime and delays in meeting client demands.

Rather than relying solely on his limited experience, John accesses the AI solution provided by his employer on his mobile device and uses it for step-by-step guidance.

AI leads him through the troubleshooting process with clear instructions. This helps John gain valuable insights and a deeper understanding of the machinery. The AI also provides him with visual cues, making the maintenance process intuitive and efficient. In no time, John successfully completed the job, ensuring minimal if any disruption to the production line.

Ultimately, AI's real-time guidance expedites the learning curve for new recruits. It ensures consistent service quality, even for complex tasks, by leveraging technology and data to empower technicians with expertise beyond their level of experience. —



AI's real-time guidance expedites the learning curve for new recruits.

CHAPTER 5

Retaining Aging Talent with Tech Integration

As mentioned in previous chapters, technology integration is a high expectation of the next-generation workforce.

But it is also a necessity for the retiring workforce. Strategic technology integration makes it possible to capture and leverage the know-how of senior professionals by using visual assistance platforms and AI-driven guidance can simultaneously reduce the physical demands of the job, making it more accommodating for older workers.

Making the Job Less Physically Demanding with Remote Guidance Options

Field service technicians are often strained by physically demanding tasks, long-distance travel, and the challenges of troubleshooting complex issues on-site that may take up a long time. However, the integration of remote guidance solutions powered by AR and AI is creating a pain-free way for technicians to be effective at their jobs.



AI provides step-by-step guidance for technicians, especially in complex tasks.

How AI Makes Field Service Painless

- * **Remote Troubleshooting:** Technicians can connect with remote experts through AI-powered platforms. Instead of physically traveling to the site, they can troubleshoot and diagnose issues remotely using real-time video feeds, AR overlays, and image sharing. This minimizes the need for strenuous onsite visits, particularly for senior technicians whose health may be at risk.

- * **Guided Repairs:** AI provides step-by-step guidance for technicians, especially in complex tasks. Using AR, remote experts can annotate real-time images and offer precise instructions, reducing the pressure and effort placed on technicians whilst on site.

- * **Reduced Travel:** AI plans the most efficient routes for onsite visits, cutting down on travel time, costs, and physical exhaustion. This ensures that they can focus on critical tasks rather than activities that drain energy and leak profits.

Most notably, AI-powered visual assistance creates the opportunity for senior technicians to transition to part-time and remote-only positions, which ensures that they are not exposed to any health risks on the field and ensures their well-being at the workplace, meaning that they can be professionally active for a longer time.

This transition also ensures that their expertise is preserved by the organization. In their new position, they are only responsible for guiding on-site technicians via remote or visual assistance, which captures their know-how, and creates a win-win situation for both the senior and the junior technician.

Capturing and Documenting the Expertise of Older Workers

As the aging workforce swiftly approaches retirement, the need to capture and document their know-how through AI-enabled interactions with the next generation becomes more pressing. To help FSOs overcome this challenge, AI creates a few solutions. —

How AI Captures Know-How

- * **Digital Assistants:** AI can convert the knowledge of senior technicians into digital assistants that provide real-time guidance to junior technicians whilst on the field, ensuring that standardized best practices are consistently implemented.

- * **Knowledge Preservation:** Senior workers can actively contribute to knowledge bases by documenting their insights, tried-and-tested troubleshooting techniques, and lessons learned throughout their careers and interactions with types of equipment and even customers. This knowledge becomes a valuable organizational asset.

- * **Remote Expertise:** AI empowers senior technicians to transition into part-time remote experts who guide field service teams from the back office, continuing to contribute their expertise while benefitting from a flexible work arrangement.

CHAPTER 6

Attracting and Retaining Younger Talent

Unlike their senior counterparts, the next-generation workforce is tech-savvy and consists of digital natives whose expectations at the workplace revolve around technology integration to a great degree.

To accommodate these needs, FSOs have no choice but to implement digital tools and mobile accessibility across the organization, as well as real-time communication and collaboration tools that close the gap between newcomers and seniors.

Meeting the Tech-Savvy Expectations of the New Generation

Onboarding tech-savvy Millennials and Generation Z professionals creates unique challenges as FSOs strive to meet their demands for seamless technology integration, remote work, and flexible schedules.



The solutions offered by AI are ultimately a platform for collaboration.

How AI Makes the Workplace Right for Digital Natives

- * **Personalization and Adaptive Learning:** AI can analyze individual learning patterns and preferences to create custom training modules to match each technician's unique style. This adaptability to learning needs ensures that junior workers are engaged and motivated throughout the learning process, as they receive content that resonates with their specific knowledge gaps and skill requirements.
- * **Gamification Elements:** AI-enabled training platforms incorporate gamification elements such as points, badges, leaderboards, and rewards that transform training into an interactive and competitive experience, similar to the video games that many junior workers are familiar with from their childhood. Gamification motivates them to actively participate, complete modules, and compete with peers, making the experience much more enjoyable.



- * **Real-World Scenarios:** AI can simulate real-world scenarios for junior technicians to practice before they hit the field. Gamified training modules often include immersive simulations that replicate field service challenges. Technicians can apply their knowledge and skills in these virtual environments, ensuring they are well-prepared to handle similar situations in the real world.
- * **Skill Development:** AI systems track progress and offer recommendations for junior technicians to improve their skills. This generation of workers appreciates the ability to monitor their progress and take charge of their professional development, and AI caters to that by providing detailed analytics, highlighting areas for improvement, and suggesting personalized learning solutions.

Beyond that, they worry about developing their skills as they lack the expertise and experience that their senior counterparts have amassed throughout the decades in the field.

AI can help them up their learning game by streamlining their workflow via mobile applications that allow them to solve problems with the help of remote assistance while on site. The solutions offered by AI are ultimately a platform for collaboration between generations that makes the onboarding of juniors much smoother.

A surefire way of increasing employee satisfaction metrics is to implement AI-driven gamification for training and upskilling. It is one of the most innovative employee engagement strategies that accommodate the preferences of the next-generation workforce by incorporating game-like elements into training programs, which makes learning more engaging and enjoyable for junior technicians. Introducing leaderboards, challenges, or rewards,

motivates them to excel and outperform their peers while also encouraging them to actively participate in training modules.

Gamification also offers immediate rewards and recognition, which accommodates the need for instant gratification that Generation Z has. Gamified training provides badges, points, or other virtual rewards for completing tasks or mastering skills, reinforcing positive behaviors and encouraging continuous learning.

Opportunities for Continuous Learning and Skill Development Using AI

The field service industry is more dynamic than ever before and it looks like progress will not be slowing down anytime soon. Technology and AI are constantly evolving, and so technicians need to always stay on top of new trends and best practices. Continuous learning has thus become an essential part of the job.

The introduction of AI-driven training modules is paramount for this, as it tailors the learning experience to fit the technician's style and needs. These modules also allow technicians to practice hands-on skills in a virtual environment. They can practice troubleshooting, diagnostics, and equipment repairs risk-free as the AI continuously evaluates their performance, adapting the training content based on their progress. This ensures that technicians not only acquire essential skills but also master them before applying them in real-world situations where consequences can be costly.

Furthermore, AI analyzes historical data and performance metrics to predict skill gaps and recommend customized

learning for technicians. Thus, each technician can acquire the skills most relevant to their specific role, optimizing their professional development, first-time fix rates, and overall productivity and job success.

AI-driven analytics play a pivotal role as it can also provide detailed insights into individual and team performance, enabling organizations to make data-driven decisions regarding training and areas of improvement for their service teams. Service managers can identify areas where technicians excel and areas where improvement is needed, and use this information to create targeted and efficient skill development programs. —



Technology and AI are constantly evolving.

The Future Outlook

Field service is on the cusp of a new era as visual assistance, generative AI, and a new workforce are entering the industry together, promising great potential and great results.

Predictions for the Evolution of Visual Assistance and AI in Field Service

Visual assistance tools are predicted to become indispensable in the field service sector in the near future. Technicians equipped with AR or mobile devices will have access to real-time visual guidance and expertise, not only making their jobs easier but also helping their organizations meet the new standards in the field service industry.

Predictions indicate that by 2030, over **70%** of field service organizations will have adopted visual assistance solutions. Another striking prediction by the World Economic Forum claims that by 2025, **50%** of all employees will need reskilling due to adopting new technology. And so, now is the best time for FSOs to get ahead of the curve and ensure that their technicians are able to operate within an evolving and dynamic tech-driven environment.



Predictive maintenance powered by AI algorithms will become standard practice.

Visual assistance is already enabling senior, experienced technicians to guide newer recruits remotely on complex tasks, significantly reducing the learning curve and improving service quality through AR features. And AI will only continue to play a central role in optimizing field service operations moving forward.

Predictive maintenance powered by AI algorithms will become standard practice, reducing downtime and enhancing equipment reliability. AI will also assist in automating scheduling and routing tasks. Senior technicians can prioritize and tend only to critical onsite tasks, while newer recruits receive AI-driven guidance on their assignments to ultimately maximize efficiency and ensure that limited senior expertise is used where it matters most.

Integrating visual assistance and AI into existing systems is still challenging for many FSOs.



Potential Challenges and Strategies for Overcoming Them

Integrating visual assistance and AI into existing systems is still challenging for many FSOs today although some providers offer solutions that can seamlessly integrate with legacy infrastructure. Thus, organizations must collaborate with the right technology partners who have proven experience in field service solutions.

Develop a step-by-step implementation plan that allows for gradual integration. Provide comprehensive training and support for technicians to ensure they are mastering the new tools. Regularly update and adapt the technology to stay ahead of evolving needs.

Strategy 01

At first, technicians may resist adopting new technologies, especially senior workers who may be less tech-savvy and more risk-avoidant. Resistance to change is common, especially among the retiring workforce, but it can hinder the successful implementation of visual assistance and AI if left unchecked.

Foster a culture of continuous learning and innovation. Provide training programs that cater to different learning styles and abilities. Highlight the benefits of these technologies, such as improved efficiency, reduced physical strain, and flexible work opportunities.

Strategy 02

Another challenge that can hinder the success of AI is created by a lack of data accuracy and quality. Ensuring the reliability of AI and visual assistance systems heavily relies

on the data they process, and so inconsistent data quality, incomplete information, or outdated data can compromise operations and lead to costly mistakes.

Strategy 03

Implement data processing regulations to standardize and enhance incoming data, conduct data augmentation to account for variability, encourage continuous data collection during service jobs, and validate data accuracy. Additionally, opting for AI models with self-correction mechanisms can mitigate the risks of data errors.

Lastly, the scalability of AI and visual assistance solutions must be compatible with the growth of your FSO and workforce. Lack of scalability can lead to subpar performance, resource allocation management, and complex integration. But most importantly, it will prevent your company from growing as necessary which is a key requirement for sustainable success.

Strategy 04

Opt for AI solutions with modular architecture that simplify expansion and integration, and create a scalability plan for your organization to smooth out impending growth transitions.

The evolution of visual assistance and AI ushers in a new era and new workforce for the field service sector. By embracing these technologies, your organization can develop innovative ways of delivering service whilst diversifying the workforce, bridging the skills gap, and creating a repository of expertise and know-how for generations to come. —

Opting for AI models with self-correction mechanisms can mitigate the risks of data errors.



About SightCall



SightCall is recognized as the leading Visual Assistance Platform for enterprise service organizations. Since 2008, we have helped global companies innovate and implement better ways to see, solve and serve.

SightCall digitally transforms field service and customer service capabilities with visual technology, combining advanced AR-enabled live video, multimodal generative AI, and digital process automation to empower human beings to solve complex service problems faster and create exceptional customer experiences.

With SightCall Vision, our mission is nothing less than a visual service revolution. We partner with enterprise companies to change how they communicate and collaborate with customers, enhancing operational efficiency and minimizing waste at every stage.

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About Copperberg

COPPERBERG

Herbert Spencer once said: "The great aim of education is not knowledge, but action".

Copperberg creates physical and digital platforms bringing together the manufacturing community in order to grow and build relationships globally. During the recent global pandemic, we have been focusing on virtual events and digital content—ensuring our community remains connected. So, how do we actually do that?

On a daily basis, we work hard to improve, develop and innovate our concepts and original content in order to ensure the best hands-on, real-life strategies for all our community members. Our ambition is to provide ideas, networking, and industry exchange between peers, that inspires and leads to action.

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